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ABSTRACT

The bibliography was compiled in response to requests for background information about the critical incident technique; references were provided by those interested in the technique. Graduate students searching for guidance on the technique should find it useful, as should researchers. The critical incident technique is a method of research formulated by Dr. John C. Flanagan, who established the American Institutes for Research (AIR), an organization devoted to the application of scientific approaches to studies of human behaviors. The critical incident technique has been applied in helping to solve practical problems in industry, education, health, and community service. More than 600 studies in which applications of the technique were used are cited in this bibliography; projects undertaken by AIR are identified and project numbers given. A subject index reveals that the greatest number of references included in the bibliography deal with teachers and teaching, nurses and nursing, training, military officers, and management. (Author/AJ)

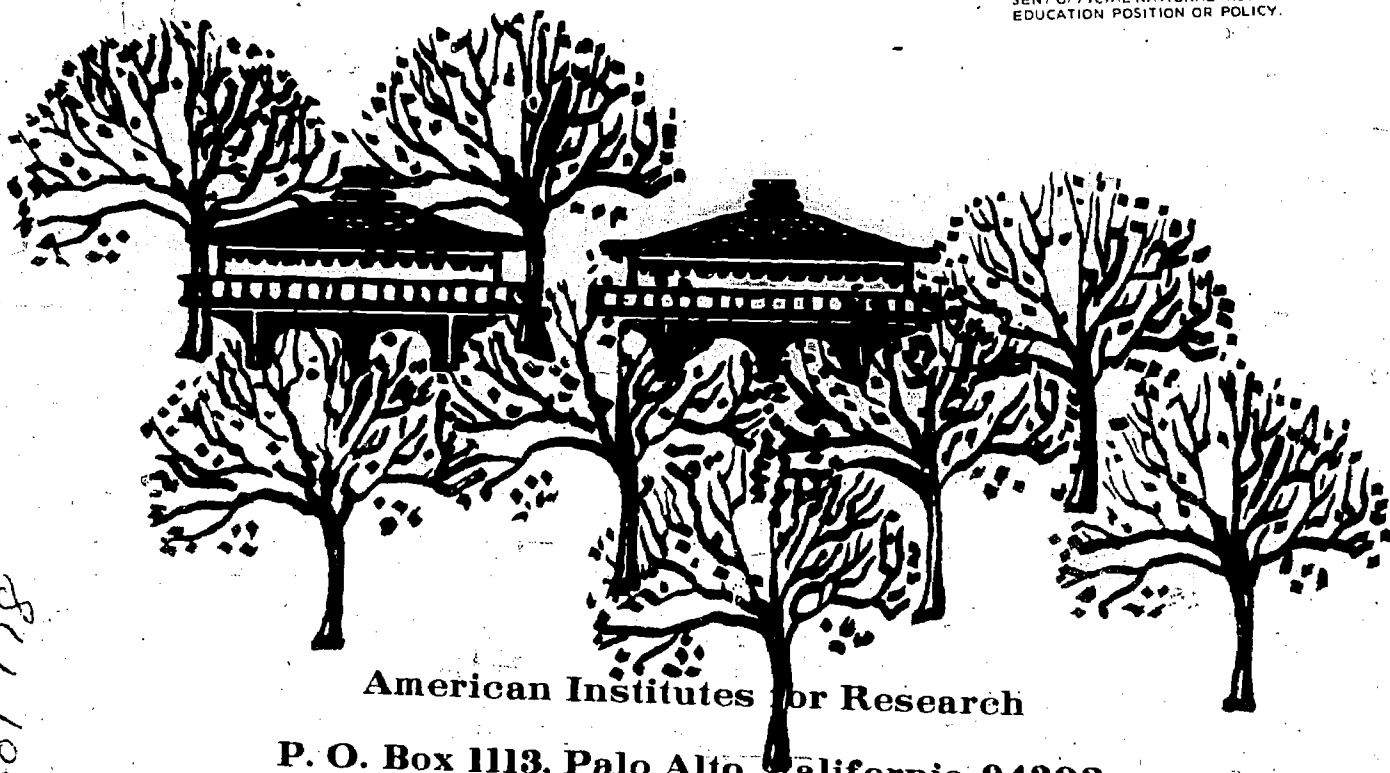
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THE CRITICAL INCIDENT TECHNIQUE A Bibliography

Compiled by Grace Fivars

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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* Entries are indexed under the following categories--

Parenthesized words indicate main category for some items.

Accidents	Isolation
Administration (Management)	Job Aids, Job Analysis, Task Analysis
Administrators (School)	Job Corps (Evaluation)
Aging	Leadership
Agriculture	Maintenance
Aircrew (Proficiency/Performance)	Management (See also Prof./Perf.)
Air Transport, Air Traffic Control (Proficiency/Performance)	Mathematics
APA/Amer. Psychological Association	Medicine, Medex
Aptitude (Proficiency/Performance) and (Selection/Classification)	Mental Health
Attitude	Mental Retardation
Behavior (see also Prof./Perf.)	Ministry, Religious Education
Checklists (Proficiency/Performance)	Negotiation
Communication	Nuclear Reactor Operators
Community Service (Social Service)	Nursing
Counseling	Objectives
Counterinsurgency	Patient Care (Medicine, Nursing)
Crime, criminals	Peace Corps
Critical Incident Technique, Method	Performance Records
Critical Requirements (Prof./Perf.)	Performance (Proficiency/Performance)
Curriculum Development	Physical Education
Dentistry	Pilots, aircraft, aircrew
Distributive Education	Placement services
Driving	Police
Drugs	Proficiency/Performance
Education (Teaching, Nursing, Training)	Agricultural Agents
Equipment Design, Job Design	Aircrew, combat crew
Emergency Training (Training)	AID jobs
Emotion	Army combat crews
Engineering	Business education
Ethics	Change agents
Evaluation (see also Prof./Perf.) and (Selection/Classification)	Citizenship
Foremen	Conference behavior
Graduate students (Prof./Perf.)	Counseling
Groups, teams (see also Prof./Perf.)	Dentists
Hospitals (Medicine, Nursing)	District supervisors
Human Engineering, Human Factors	Foremen
Human Relations (Interpersonal Relations)	Engineers
Human Resources	Groups, teams
Incentives, Motivation	Health professions
Individual Differences	Industrial arts
Industrial Arts	Infantrymen
Industrial Research	Insurance agents
Instruction (Teaching, Training)	Isolation
Interpersonal Relations, Human Relations	Machining personnel
Interview Techniques	Maintenance
	Medicine and Health Care
	Military officers
	Nurses and nursing

Subject Index Categories (Continued)

Proficiency/Performance (continued)

Operators (telephone)

Pilots

Principals (School)

Psychiatric aides, nurses, attendants;

psychopathology and psychotherapy

Psychologists

Research personnel

Sales

School Administrators and Board Members

Teachers, teaching

Technicians (oil)

Theatre, stage

Selection/Classification

Social Change

Social Workers

Stress

Teaching, teachers (Proficiency/Performance)

Training

Wage Board Supervision

NOTES ON STYLE AND INFORMATION

Citation Style: To the extent possible, citations are presented using format suggested in the Publications Manual of the American Psychological Association (1967 revision). In the interest of space, some shortcuts were introduced:

1. American Institutes for Research in most cases is abbreviated to AIR.
2. In citations of doctoral dissertations the word "unpublished" has been omitted. In instances where the dissertation is abstracted in Dissertation Abstracts, the specific reference for locating the abstract is given.
3. Where there are multiple references for the same author, a number appears in parentheses at the extreme right-hand side of the reference. These numbers are one and two digit numbers intended to indicate to the researcher the need to check all entries for that author.
4. In instances where the reference involves a project conducted by the American Institutes for Research (AIR), a project number appears in parentheses at the end of the citation. These are all numbers of three digits or more.

Index

To facilitate searching for references in a given area, an index has been compiled by subject area. This index appears at the end of the list of references and involves the name of the author whose citation applies to the subject listed.

Uses

This bibliography was compiled in response to the many requests for background information of the critical incident technique. Through the years contributions of references were provided by those interested in the technique. Graduate students searching for guidance on the technique should find the bibliography a useful tool. Researchers should also find it useful.

Continuity

Users of this Bibliography are encouraged to submit additional entries. Efforts will be made to maintain the list on a continuing basis.

Introduction

The critical incident technique is a method of research formulated by Dr. John C. Flanagan who, as Director of the Aviation Psychology Program during World War II, worked on identification of critical factors in Human performance in a variety of military situations. Following the war, in 1946 Dr. Flanagan established the American Institutes for Research, an organization devoted to the application of scientific approaches to studies of human behavior. The critical incident technique is one of the methods AIR has applied in helping to solve practical problems in industry, education, health and community service.

In 1954, the definitive article describing the critical incident technique was published in The Psychological Bulletin.^{*} Since then the method has been used in hundreds of studies, many of which are cited in this bibliography. Primary applications of the technique were reported in projects undertaken by the American Institutes for Research. These are identified throughout the bibliography by designations of "AIR" and appropriate project numbers following alphabetical listing of authors. The technique has also been used widely by graduate students in preparation of theses and dissertations in all parts of the world, as well as in other studies focusing on human performance.

References cited in this bibliography include more than 600 studies indexed in Psychological Abstracts, Dissertation Abstracts, ERIC Reports, and a variety of other resources. Recognizing the fact that many studies using the critical incident technique may not necessarily have been identified through these documents, AIR invites those who have used the method to participate in contributing additional items which should be included in a bibliography of this nature. Additions should be submitted in typewritten form including full citation in bibliographic style.

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*Flanagan, J. C. The critical incident technique. Psychological Bulletin, 1954, 51, 327-358.

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Aldmon, H. F. (Dept. Hds.)	2
Arnsdorff, E. (Phys. Ed.)	2

Barclay, R. E.	2
Barham, V. Z. (Nursing)	2
Blair, J. R. (High School)	3
Blank, L. B. (Phys. Ed.)	3
Bosley, H. E.	3
Botwin, D. E. (Classroom Behavior)	3
Brown, B. B. (Classroom Beh.)	3
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Corbally, J. E. (Educ. Res.)	4
Corsini, R. J.	4
Crawford, M. (Phys. Ed.)	4
Cruickshank, D. R. (Disadv.)	5
Dean, B. J. (Curric. Dir.)	5
Deischer, H. H. (Coop. Teachers)	5
Diederich, P. B. (Med. Educ.)	5
Dirks, M. (Home Econ.)	5
Domas, S. J. (Competence)	5
Ehrhardt, H. B. (Gifted)	5
Farbstein, M. (Coop. Teachers)	6
Fattu, N. A. (Eval.)	6
Findley, E. W. (Ext. Ed.)	7
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Gropper, G. L. (Classroom Behavior)	11
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Hardin, C. A. (Nursing)	12
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Hedlund, P. A. (Sec. Sch.)	12
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Kilpatrick, G. (Eval.)	13
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